

## Resolution 016

### A Resolution to Monetarily Compensate the University's Tour Guides

Sponsored by: Senator Besendorfer

Co-Sponsored by: Senator Curioso, Senator Ewing, Senator Michels, Senator Suarez

**Whereas,**

Currently, The Catholic University of America's (CUA) Cardinal Ambassador Program is run on a volunteer basis.

**Whereas,**

"Tour guides are often one of the first people prospective students interact with on campus and are able to create a lasting impression on any prospective student. Their work is important to the university and the entire... community. Just like any other student who works for the university, they deserve to be paid."<sup>1</sup>

**Whereas,**

To become a Cardinal Ambassador it is an extensive process: a written application, interview, multiple training days, memorizing a fourteen page tour script, shadow tours, buddy tours, and a multiple choice exam before one is a fully trained tour guide.

**Whereas,**

Cardinal Ambassadors are expected to participate in mandatory training sessions, open houses, accepted student days, interacting with and reaching out to prospective students/families, allowing students to shadow them, giving tours and much more.

**Whereas,**

These events take place six days a week at varying hours of the day.

**Whereas,**

President Kilpatrick has stated on numerous occasions, one being his town hall with The Student Government Association (SGA), that a big goal of his since joining the university is to grow our enrollment.

**Whereas,**

Tours and other admissions events have a large impact on incoming students' choice on where they want to go to college.<sup>2</sup>

**Whereas,**

On a daily basis, The Office of Admissions staff ask Cardinal Ambassadors to help out with admissions events and tours, sometimes offering merchandise or food as an incentive.

**Whereas,**

It is not uncommon for the week's tour schedule to be released with large vacancies, where no Cardinal Ambassadors are signed up.

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<sup>1</sup> <https://thehoya.com/editorial-pay-student-tour-guides/>

<sup>2</sup> <https://www.usnews.com/education/best-colleges/right-school/tours>

**Whereas,**

There is a shortage of fully-trained Cardinal Ambassadors, and knowing that they will be properly compensated for their work is an incentive for students and makes them feel appreciated for their work in the university's advancement.

**Whereas,**

Universities we commonly compare ourselves to, like Loyola University Maryland<sup>3</sup>, University of Scranton<sup>4</sup>, Fairfield University<sup>5</sup>, and George Washington University<sup>6</sup>, compensate their tour guides at a rate equivalent to or above their state's minimum wage for training, tours, and meetings.

**Be it enacted that,**

The Student Government Association Senate, acting in its official capacity as the representative of the undergraduate student body of The Catholic University of America, hereby requests:

1. Start compensating their tour guides for the work they do representing our university by paying them the District of Columbia living wage by the start of the next academic semester.
2. Advertise on our university's website to prospective students and the university community that we pay our tour guides, ensuring the message that we appreciate and compensate them for the work they do.

Agreed to by a vote of \_\_\_\_\_ yeas to \_\_\_\_\_ nays on this date: \_\_\_\_\_ with \_\_\_\_\_ abstaining and \_\_\_\_\_ not present.

\_\_\_\_\_  
Anthony Crnkovich  
*President of the Student Government Association*

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Maevis Fahey  
*Vice President of the Student Government Association*

<sup>3</sup> McDowell, Caroline. Personal interview. 7 November 2022.

<sup>4</sup> Smith, Bridget. Personal interview. 7 November 2022.

<sup>5</sup> Teo, Simona. Personal interview. 7 November 2022.

<sup>6</sup> [https://docs.google.com/document/d/1gBghtIx9u72Dw-SzQ6lJ3sngQ\\_L2ToZTUicC7M6a3ko/edit](https://docs.google.com/document/d/1gBghtIx9u72Dw-SzQ6lJ3sngQ_L2ToZTUicC7M6a3ko/edit)